Tool 2.5: Introduction to training

This pack will enable an experienced learning and development practitioner to run internal training preparing members of the change team to run the board interviews.

It contains a suggested training plan and a checklist for use during a practical exercise. These should be used in conjunction with the **Resource Pack** designed for participants to use during the training session.

The intention is that the participants should feel confident and competent in running the board inteview process.

Resource

We recommend that there are at least two facilitators present for a group of no more than 12 participants and that the training room should be large enough to accommodate up to four groups of three people working together on the practical exercise.

Resources required

* Image cards (if required)
* Interview record sheets (tool 2.1)
* Key messages (tool 2.2)
* Training resource pack (power point document – part of tool 2.5)
* Checklist (in this document)
* Flipchart and pens

Training plan

Below is a suggested training plan designed to ensure that members of the change team understand their role in conducting board interviews and feel confident and competent to do so.

|  |  |  |
| --- | --- | --- |
| Timing | Topic and activity | Resources |
| 20 mins | **Introductions and icebreaker**  Suggested icebreaker:Image cards: individuals pick a card that says something about a skill or attribute they bring to the board questions. | Image cards |
| 20 mins | **What’s the culture and leadership programme about?** Ask participants to tell each other in pairs/threes what their understanding of the culture and leadership programme is?   * What questions does this prompt? | **Key messages** |
| 10 mins | **What is the role of the board interview in the culture and leadership programme?**  How the interview approach fits with the other tools that are part of the culture and leadership programme | Training resource pack |
| 15 mins | **The interview (1)**   * Introductions: what to include? * Assurances of confidentiality   Recording/note taking | **Key messages**  See ‘key roles of interviewers’ note in resource pack |
| 60 mins | **The interview (2)**   * Probing * Verbal and non-verbal communication * Maintaining control:  how do you stop someone going off on a tangent? * Asking questions: two questions each and feedback   Practise in three rounds rotating roles each time(roles: one interviewer, one interviewee, one observer) Take 15 mins each to work through questions. Observer to provide feedback to interviewer (5 mins) | **Interview record sheets**  Training resource pack  Checklist |
| 10 mins | **Break** |  |
| 10 mins | **The interview (3)**   * Further questions * Interviewer bias | Training resource pack |
| 20 mins | **Summary of key learning points** |  |
| 15 mins | **Evaluation and close** | Flipchart |

Interview Checklist

*This checklist could be used with the practice interview session during the interview training day. It includes recommended questions and should be amended according to your  
specific needs*

Interviewer Name…………………………………………….…

Observer Name..………..………………………………………

|  |  |  |
| --- | --- | --- |
| DID THE INTERVIEWER: | Y/N | COMMENTS |
| Introduce themselves? |  |  |
| Explain the process and purpose of the interview? |  |  |
| Explain issues of confidentiality and note taking? |  |  |
| Ask the questions as reflected in the board interviews interview record sheet? |  |  |
| Use appropriate follow-up probes? |  |  |
| Listen carefully (active listening)? |  |  |
| Elicit detailed responses to the questions? |  |  |
| Wrap up the interview effectively and explain what happens next? |  |  |
| Thank the interviewee for their time? |  |  |
| Respond to the interviewee’s questions? |  |  |